



Corporation of the City of
NEW WESTMINSTER

Access Ability Advisory Committee (AAAC)

Wednesday, December 6, 2017, at 3:00 p.m.

Council Chamber & Chamber Meeting Room

City Hall

MINUTES

VOTING MEMBERS PRESENT:

Councillor Patrick Johnstone	- Chair
Julia Schoennagel	- Community
Hayley Sinclair	- Community
Colleen Vogler	- Community
Heather Boersma	- Community
Karla Olson	- Community
Anne Bélanger	- Community

REGRETS:

Leslie Sayer	- Community
Michael Wilson	- Community
Jason Haight	- Manager, Business Operations Parks & Recreation

STAFF:

Lisa Leblanc	- Manager, Transportation Engineering Services
Carilyn Cook	- Committee Secretary, Engineering Services
Steve Kellock	- Senior Manager Recreation Services & Facilities
Stephen Blore	- Transportation Planner Engineering Services
Antonia Reynolds	- Coordinator, Active Transportation Engineering Services
Romeo Mihailov (left at 4:00 pm)	- Facility Management Coordinator Engineering Services
Jag Dosanjh (left at 4:00 pm)	- Facilities Maintenance Manager Engineering Services

GUESTS:

Roger van der Marel (left at 4:34 pm)	- Manager of Projects, CH2M Hill Canada
Jackeline Luque (left at 4:34 pm)	- Project Support, CH2M Hill Canada

The meeting was called to order at 3:00 pm.

1.0 ADDITIONS TO AND ADOPTION OF AGENDA

1.1 Additions to and adoption of the Agenda of December 6, 2017

MOVED and SECONDED

THAT the Agenda of the Access Ability Advisory Committee meeting held on December 6, 2017 be received and adopted with the following change:

1. *Karla Olson, Committee member, asked to move New Business Item 5.4, Signage - Wayfinding Signage and Street Names, to a date yet to be determined and instead requested, along with Julia Schoennagel, Committee member, the addition of New Business Item 5.5, Eighth Street and Third Avenue Intersection.*

CARRIED.

All members of the Committee present voted in favour of the motion.

Councillor Johnstone advised that as we were expecting guests to speak to New Business Item 5.3, Q to Q Ferry Service Outcomes and Next Steps, that Item would be addressed once the guests arrived.

2.0 ADOPTION OF MINUTES

2.1 Adoption of the Minutes of October 12, 2017

MOVED and SECONDED

THAT the Minutes of the Access Ability Advisory Committee held on October 12, 2017, be received and adopted.

CARRIED.

All members of the Committee present voted in favour of the motion.

3.0 PRESENTATIONS

3.1 Walk21 – Antonia Reynolds

Antonia Reynolds, Coordinator, Active Transportation, commenced with her presentation regarding the Walk21 conference she attended in Calgary from September 19th to 22nd. The conference welcomed many international attendees who discussed and shared ideas on a variety of projects and initiatives such as, but not limited to, winter walking/snow issues (snow removal, increase priority for full access to public spaces), active

transportation (smart crossings, evaluation, wayfinding, etc.), accessibility (enable walking, sensitivity training).

The following discussion ensued:

- The word “walk” is synonymous with rolling, riding, scooting, etc.;
- Councillor Johnstone informed the group of an “app” that could potentially use the City’s Open Data information to place score areas throughout the City based on accessibility, showing us which City spaces work and which ones do not. He asked members what kinds of data they would like to see collected; the following suggestions/comments were received:
 - Covered bus stops and shelters so people can plan their journeys;
 - Sidewalks that are harder to move along;
 - A member suggested having layers of information such as what the app Strava offers;
 - There is a lot to be learned from data collection, for example where routes are and who is using the route (i.e. do they have any accessibility limitations, etc.), where people are not versus where we think they should be, how people get from one destination to another and via which mode of transportation;
 - It was suggested that this information be made available at the public library, on stand-alone computers at Royal City Centre, and other public places for those that are not familiar with or have access to technology;

4.0 UNFINISHED BUSINESS

4.1 Westminster Pier Park Elevator – Antonia Reynolds, Romeo Mihailov, and Jag Dosanjh (see Item 6.3)

Staff advised that the purpose of the report was to seek input from the Committee on a set of recommendations relating to the operation of the elevator located at New Westminster Pier Park. It was noted that a balance needed to be struck maintaining community access and reducing vandalism and unwanted activity taking place in the elevator overnight.

The following discussion ensued:

- The monthly elevator inspection/maintenance schedule should be made available on the City’s website and signage outside of the elevator;
- Staff will strive to arrange unscheduled repairs and maintenance of the elevator during the time periods when the elevator is used the least;

- Signage outside the elevator should include a phone number to call if there are issues with the elevator. It was noted that the elevator does contain an emergency button;
- Staff advised that access is still available by way of the ramp, stairs, or by way of Begbie Street when the elevator is out of service;
- A member suggested advising the public when the elevator is closed due to acts of vandalism;
- Signage with elevator information should be located at the west end of the park;

MOVED and SECONDED

THAT the Access Ability Advisory Committee endorse the options outlined in the December 6th report titled, "Westminster Pier Park Elevator Update," with consideration of the following feedback from the Committee members:

1. *Provide signage indicating the elevator maintenance schedule, who to call if the elevator breaks down or requires other service, and alternate routes to use when the elevator is closed and/or not in service.*

CARRIED.

All members of the Committee present voted in favour of the motion.

At this time, New Business Item 5.3, Q to Q Ferry Service Outcomes and Next Steps, was addressed.

5.0 NEW BUSINESS

5.1 Downtown Transportation Plan – Stephen Blore (see Item 6.1)

Stephen Blore, Transportation Planner, advised that the Downtown Transportation report had already been to the Neighbourhood Traffic Advisory Committee and the Advisory Committee for Transit, Bicycles and Pedestrians. Members were asked what their key issues were downtown and how bold and progressive they would like the City to be with respect to transportation in the area.

The following discussion ensued:

- Members were informed that the City's Electric Department is working towards installing countdown and audible push buttons throughout the City;

- Timing at crosswalks is based on the walking speed of the average person (1.2 seconds per meter); however, at certain intersections the time is increased for those who may take longer getting across the street;
- Due to limited number of accessible parking spaces, a member stated that she does not always use accessible parking spaces, preferring to leave them for someone who may need it more; however, in areas where there is not a lot of parking, she is forced to use the accessible spaces. If regular parking spaces are removed, accessible ones should be added;
- A member stated that some people drive to the downtown, as opposed to using transit, since fatigue can set in during an outing and driving is a necessity;
- The question was posed as to whether or not the parking enforcement license scanner can be modified to read accessible parkers. This topic is to be discussed further at a future meeting;
- Members advised that (mixed use) accessible stalls/loading zones do not make allowances for side exit vehicles and really only work for rear exit vehicles;
- Members stated that the (mixed use) accessible stalls/loading zone area is regularly misused with those using the loading zone seemingly unaware that it is to be use for active loading/unloading only;
- A member stated that there should be accessible parking on each block;
- Downtown sidewalk width is an issue with various barriers like poles, bus stops, trees, etc., taking space.

5.2 Funding for Automatic Door Opener – Anne Bélanger

Anne Bélanger, Committee member, informed the group that she was seeking ideas as to how to get push button access installed at the entrance to her building so that her son can enter and exit the building independently. As the building's strata is not willing to undertake this project, Anne asked members for suggestions of ways to fund, etc., this kind of adaptation noting that it would also benefit others residents in the building.

The following discussion ensued:

- A member suggested contacting The Rick Hanson Foundation about their Quality of Life or Barrier Buster grants;
- Suggestions can be emailed to Carilyn who will pass them on to Anne.

Councillor Johnstone expressed that this provides an opportunity for the Committee to ask the City if there is a way to assist people in these types of situations as there are City grants for other things. This item will be brought to the next Committee meeting for further discussion. Christy Mereigh, Manager, Building Inspections, will be invited to attend.

5.3 Q to Q Ferry Service Outcomes and Next Steps – Lisa Leblanc (See Item 6.2)

Lisa Leblanc, Manager, Transportation, announced that Roger van der Marel, Manager of Projects, and Jackeline Luque, Project Support, from CH2M Hill Canada, were today awarded the project management contract for the Q to Q Ferry pilot project. Members were asked what their accessibility expectations were from the ferry service, keeping in mind all the challenges involved.

The following discussion ensued:

- A member queried if the ferry operator(s) could lend a hand to people boarding and disembarking and if this was a part of their responsibilities. It was suggested that this be clearly defined;
- A member stated that, given the geographical limitations, tides, etc., it would be acceptable if the ferry was not completely accessible to everyone as there other options to getting to the ferry destinations, noting that these options need to be clearly presented for those who may not have access by ferry; however, another member disagreed stating that the other options are not great and accommodation has to be made for our aging population and the increasing number of people with mobility challenges;
- Members were advised that there were limited modifications to the infrastructure for the demonstration program and that all other options would be explored with the upcoming pilot project;
- Staff noted that the False Creek Ferries and Aquabuses have different degrees of accessibility;
- It is possible that the pilot ferry could be more accessible during certain times of the day than others and a member suggested priority boarding for those with accessibility challenges during peak times;
- The river's tides are challenging, affecting the gangways, and gangway prices increase with length. Along with financial implications, there are space limitations to the City's tightly defined water lots;
- The City is committed to addressing the lack of accessibility in the demonstration ferry and will be seeking a boat that will have wheelchair accessibility;
- Some members agreed that it is not necessarily viable to make some things accessible to all people all the time;
- A member observed that those travelling from downtown to Queensborough thought of the ferry as a recreational boat ride whereas those on the other side seemed to view it more as a mode of transportation;

- A member suggested an onboard survey whereby passengers place their payment tokens in a box to indicate why they are riding the ferry, i.e. for pleasure or for commuting;
- Some members believed that Queensborough businesses missed out on commercial opportunities as there were no immediate places to purchase refreshments, nor was there directional signage indicating where riders could to go purchase them;
- A member suggested providing seating for patrons during sailing waits or when the ferry captain is taking a break;
- The City is working with TransLink to possibly integrate the ferry service with their services.

5.4 Signage – Wayfinding Signage and Street Names – Karla Olson

To be discussed at a future meeting.

5.5 Eighth Street and Third Avenue – Karla Olson and Julia Schoennagel

Karla advised members that there was a previously painted pedestrian crossing on the north side of this intersection which the City moved to the south side of the intersection. She stated that she and Julia conducted an experiment and counted 110 people who crossed at the intersection. They counted three people (including one on a bike) use the unpainted crossing, while 22 people used the painted crosswalk. The count took place in the early afternoon; therefore, did not capture commuter use. They were informed by a local also noted that Sunday churchgoers tended to mostly use the unpainted crosswalk. In conclusion, Karla and Julia would like the City to consider repainting the unpainted crosswalk as well as providing a shelter at the bus stop at this location.

The following discussion ensued:

- Staff advised that this intersection is in the City’s Pedestrian Crossing Improvement Program;
- Councillor Johnstone requested that staff inform members where a bus shelter for this location is on the priority list;

6.0 REPORTS AND INFORMATION

- 6.1 Report: Downtown Transportation Plan (see Item 5.1)**
- 6.2 Report: Q to Q Ferry – Accessibility Opportunities and Challenges (see Item 5.3)**
- 6.3 Report: Westminster Pier Park Elevator**
- 6.4 Action List – Committee**

7.0 CORRESPONDENCE

No items.

8.0 NEXT MEETING DATE

TBD

9.0 ADJOURNMENT

The meeting adjourned at 5:30 pm.

Certified correct,

Original Signed

PATRICK JOHNSTONE
CHAIR

Original Signed

CARILYN COOK
COMMITTEE SECRETARY